

Transporter Speeds Shipment to Ft Lewis

In March, there was an unusually large order for desert camouflage uniforms from Ft Lewis, WA, urgently needed for soldiers deploying to the Middle East. DLA's Customer Service Representative, Vince Vincent at Ft Lewis, was helping the Central Issue Facility get the much-needed clothing articles.

"High priority desert camouflage uniforms expedite Material Release Orders were FAX'd into the DDJC Customer Service desk," said Vincent.

Toni Silva, a transportation assistant, single-handedly coordinated with multiple warehouse locations to have the required stock picked, packed and staged for shipment quickly, according to Vincent.

"Ms. Silva displayed initiative and resourcefulness by making numerous phone calls and trips to several warehouse areas to have these large quantities prepared for same day shipment," said Vincent.

The dedicated truck going to Ft Lewis was delayed so that the entire shipment could be loaded. Silva kept

Toni Silva



a watchful eye on the items. At one point she tracked down pieces that didn't get sent to the freight terminal, to keep the shipment intact.

"Ms. Silva's commitment to this special project displayed her sensitivity to urgent military requirements and typifies her dedication to providing superior customer service to our warfighters," added Vincent.

DDMA Putting Customers First

Defense Distribution Depot Mapping Activity (DDMA) and its Mapping Support Offices (MSOs) located around the world, provided tremendous support for OEF/OIF. The MSO in Bahrain assumed mission work for the Army's Central Command's for in-theater initial staging and building of re-supply sets. DDMA increased the operation at MSO Bahrain from a three-person assigned operation operating 5 days a week, to a 24/7 operation consisting of more than 50 people with representatives from every service. DDMA sent numerous expedited shipments to various units, either deploying from the states or in Europe, or on station in the middle east. One order alone required DDMA to ship 123 lines of product at 2,500 copies each. DDMA received the verbal requirement Wednesday afternoon, and had the products in the customer's hands by Sunday. At the request of the Central Command (CENTCOM), DDMA personnel escorted several classified products within theater, from the MSO to the customer. DDMA also visited Army and Marine map depots to help train them on how DDMA works how to best can get product, and how to manage what they had.

DDCO Supporting in War and in Peace

Defense Distribution Depot Columbus, Ohio (DDCO) picked and shipped thousands of Desert Camouflage Uniforms (DCUs), boots, canteens—everything our Soldiers and Marines need out in the desert. But they never forgot their customers stateside. One Friday morning June 27, 2003, DDCO received an emergency request for 1,350 field packs to be delivered to West Point. West Point had a fire in a supply warehouse in January, which destroyed the supply of field packs and other equipment. It wasn't until late June that approval was granted to release stocks from reserve to fulfill the requirements for summer training for the new class. The training was scheduled to begin Monday, June 30, 2003. DDCO associates picked, packed, and shipped the field packs by truck at 1500. Material was delivered according to the customer's requirements on Sunday June 29, 2003 for issue to the cadets. Using truck instead of air freight also saved \$3,000 in transportation costs.